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May 2, 2011

Public Service Commission of South Carolina
101 Executive Center Dr, Suite 100
Columbia, SC 29210

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Re: Docket number 2011-47-WS

CLERK'S OFFICE

Dear PSC:

I am writing this letter in **protest** to the proposed rate increase sought after by Carolina Water Service, Inc (hereafter referred as CWS).

I moved to Lexington eight years ago and must say that receiving my first water bill from CWS was a shock. I had previously lived in Columbia, SC (Richland County) and my water costs through the city of Columbia were only a fraction of the cost via CWS, averaging between \$20 and \$30 / month depending on usage. I find that their (CWS) current rates are absurd and the fact that they are seeking to increase rates by eighty percent (80%) is nothing short of gouging their customers.

Just in comparison for the past three months of water bills to really see the atrocity going on with this company, I compared my water bills to those of friends and relatives that live in Cayce and Columbia.

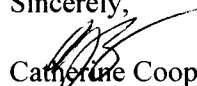
From January to March, my water bill averaged \$80 / month, while theirs averaged between \$22 / month in Columbia to \$43 / month in Cayce.

If there was a way to get my water from another source other than CWS, I, along with numerous others, would certainly make that change. But it appears that the options we have are to either live with this company or move.

It should also be noted that in the past there was an issue with customer service, in particular with their billing practices. For a period of time, bills would skip months and then customers would receive massive bills for two or three months worth of charges. Fortunately, I am blessed to not have been financially strained by such instances, but others were extremely affected by this poor business practice.

It is my sincere hope, that you will not allow this rate increase to occur as I believe it would be detrimental to all of the CWS customers in our area.

Sincerely,


Catherine Cooper
302 Mansfield Cir.
Lexington, SC 29073

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